GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1866
ANSWERED ON:29.11.2007
HARASSMENT TO PASSENGERS BY TTES AND SECURITY STAFF
Bishnoi Shri Kuldeep

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways are aware that Travelling Ticket Examiners (TTEs) and security staff deputed at Ambala City railway station are unnecessarily harassing the passengers arriving from far-flung areas, particularly from Uttar Pradesh and Bihar and extorting money from them;

(b) if so, the details thereof;

(c) the steps taken by the Railways to curb extortion and unnecessary harassment being meted out to passengers by the TTEs, despite the fare being same from Ambala City and Ambala Cantt. in respect of passengers coming from a distance of more than 240 KM; and

(d) the measures proposed to be taken by the Railways to issue guidelines to prevent repetition of such incidents?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) & (b): No such incidents have come to notice.

(c) & (d): Regular and surprise checks are conducted by Vigilance, Commercial and Security Departments to monitor the working of ticket checking and security staff. Staff found indulging in malpractices are taken up under Disciplinary & Appeal Rules. Besides, Public Grievances Cells both at the Headquarters and Divisional levels are functioning to redress any complaints concerning their working.